

THE CUSTOMER



Sector:
Not-for-Profit

Industry:
N/A

Location:
United Kingdom

Profile:
A not-for-profit Christian charity working to enable young people to grow to their full potential by participating in a supportive and inclusive community, through it housing, youth work, health and fitness programmes.

Founded in 1852, Cambridge YMCA merged with Peterborough YMCA in 2004 to form one of the largest regional charities in the UK. With over 100 staff and volunteers, the organisation provides essential advice and activities to young people in a number of locations throughout Cambridgeshire.

Solution Technology Stack:

- Microsoft Windows Server
- Microsoft Exchange Server
- Dell (server & end-user hardware)
- Trend Micro Security
- Symantec Backup



THE CHALLENGE

YMCA Cambridgeshire & Peterborough required a solution to deliver fully outsourced IT Management and user support to its staff working at its main offices in Cambridge and Peterborough and a number of smaller regional offices.

Its larger main offices support management and administrative staff and also provide facilities for residential and sports activities. The smaller offices are typically associated with 'outreach' projects in the local community and have users who the past have not been provided with any IT support.

The organisation also required an updated and fully integrated and centralised information technology resource to provide file access, email and Internet access for all users. This must include a client/server system at the main offices which must be interconnected to ensure the most efficient use of resources.

The smaller offices may not require the use of a dedicated server but must be able to connect and share the resources provided by the IT systems at the main offices.

The new system must provide the flexibility and scalability to accommodate new users and new offices together with the resilience to maximise 'uptime' and reduce any security risks.



THE SOLUTION

Softwerx proposed and delivered a fully outsourced solution based upon the provision of a surrogate IT Manager to provide strategic and tactical advice together with the installation and continued support of a new IT system.

An efficient and secure client/server infrastructure based in Cambridge and Peterborough was installed to meet the needs of onsite users and remote users working in small project offices. Microsoft Windows Server and Exchange Server were installed to provide a centralised user directory, file access and email and SMS communication.

IT support is provided by the Softwerx Helpdesk team who track and resolve all user issues under the terms of an agreed Service Level contract. Routine enquiries are handled on the telephone, by email or remote access to the system servers or individual PC machine. Regular site visits are provided at each of the key office locations to ensure that preventive maintenance and software upgrades are carried out.

A Wide Area Network (WAN) was created using low cost ADSL services at each office and resilience improved by synchronising data between the Cambridge and Peterborough server using the Windows Server Distributed File System (DFS).

Users at the smaller regional offices share the resources at the main offices through the use of point to point firewalls which support the use of secure Virtual Private Networks (VPN).

THE BENEFITS

- Strategic IT planning allows the organisation to align its objectives and goals with the use of efficient information technology.
- The YMCA Cambridgeshire & Peterborough does not employ any dedicated IT staff and thus benefits from the reduced salary and overhead costs.
- Proactive IT support has significantly improved the efficiency of all members of staff and has been delivered with fixed annual costs.
- Preventive maintenance has reduced unscheduled downtime.
- Asset management supports the recommendation of relevant advice on software licensing and hardware purchasing.
- Tactical projects such as the installation of a new server or an office move are implemented by experienced engineers.

THE CUSTOMERS PERSPECTIVE

"As a registered charity, managing our costs while delivering the maximum value of service to our stakeholders is crucial. The selection of Softwerx as our outsourced IT partner has been a key strategic driver in the growth and continued success of our organisation."

Neil Portor
Financial Director
YMCA Cambridgeshire & Peterborough

Our team of experienced consultants design and implement and support systems that help organisations achieve their goals.

Our experience in IT outsourcing can give your organisation the tools it needs to:

- **manage all strategic and tactical issues**
- **significantly reduce costs**
- **support users with fixed annual budget**
- **reduce unscheduled downtime**
- **meet all legal and policy obligations**

